

# County of San Diego - Land Use & Environment Group

## Permitting System Help Guides

### TOPIC: **Inspection Hotline** (How to schedule inspections via the new IVR)

*The County of San Diego, Planning & Development Services (PDS) Building Division has implemented a new Interactive Voice Response (IVR) system for the Inspection Hotline. We encourage you to use the IVR system to manage your inspections. You can use the system 24 hours a day, 7 days a week to schedule or cancel inspections and obtain inspection results. Same day inspections or cancellations cannot be requested via the IVR system.*

*The phone number for the Inspection Hotline has not changed and remains (800) 351-2551.*

#### **Directions:**

Before calling the Inspection Hotline you will need the following :

- a. A touch-tone telephone
- b. The IVR Tracking # for your Record ID  
NOTE: The tracking number is written on the Inspection IVR card provided when you submit your permit application or when the building permit was issued. If you do not have the card, please call (858) 565-5920 and our staff will provide you with the tracking.
- c. Inspection Code
- d. When scheduling inspections you will need to provide the phone number of the Inspection contact

To use the Inspection Hotline, dial (800) 351-2551.

When the Inspection Hotline answers your call, you will hear the following options:

- Press [1] Schedule an Inspection
- Press [2] Cancel an Inspection
- Press [3] Obtain Inspection Results
- Press [0] Transfer to Staff

The Inspection Hotline system will prompt you each step of the way. Press [\*] at any time for more information on how to use the system. To return to the previous menu at any time, press the [#] key. You may perform multiple transactions during each call.

#### **More Information:**

Building Inspection Codes for use with the Inspection Hotline:

102 - Building Site Inspection	126 - Rough Mechanical	162 - Energy Insulation/Sound/1st
103 - Grading Site Inspection	127 - House Gas 1st	163 - Energy Insulation/Sound/2nd
104 - Rough Grading	128 - House Gas 2nd	164 - Mobile Home Setup/Ringout
105 - Keyway/Stormwater/BMP Inspection	130 - Yard Gas 1st	166 - Mobile Home Installation
106 - Underground Plumbing	131 - Yard Gas 2nd	175 - Masonry/Grout/1st Lift
108 - Underground Water	132 - Roof Nail	176 - Masonry/Grout/2nd Lift
110 - Underground Mechanical	133 - Exterior Shear	177 - Masonry/Grout/3rd Lift
112 - Underground Electrical	134 - Lath/Drywall - Interior	178 - Masonry/Grout/4th+ Lift
113 - Foundation/Steel/Holdowns/AB'S/1st	135 - Drywall - Exterior	185 - T-Bar 1st
114 - Foundation/Steel/Holdowns/AB'S/2nd+	136 - Water Service	186 - T-Bar 2nd
116 - Subfloor Frame	138 - Building Sewer/Backwater Valve/Ejection Pump	187 - T-Bar 3rd
117 - Subfloor Misc/Plumbing/Elect/Mech	140 - Sewer/Septic Connect	188 - T-Bar 4th+
118 - Water Proofing	144 - Pool/Steel Bond	195 - Block Geo-Grid 1st
120 - Rough Frame	145 - Equipotential Bonding Grid	196 - Block Geo-Grid 2nd
121 - Combo Frame	146 - Temporary Power/TSPB	197 - Block Geo-Grid 3rd
122 - Rough Electric	152 - Shower(S)/Hot Mop/Liner/Lath	198 - Block Geo-Grid 4th+
124 - Rough Plumbing	156 - Compliance Survey	199 - Final

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### **Help Contact:**

If you have any questions or need assistance please contact:

Scott Gilmore (858) 694-3847

[Scott.Gilmore@sdcounty.ca.gov](mailto:Scott.Gilmore@sdcounty.ca.gov)

Permit Process Coordinator

Planning & Development Services (PDS), Building Division